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FIGURE 1

10

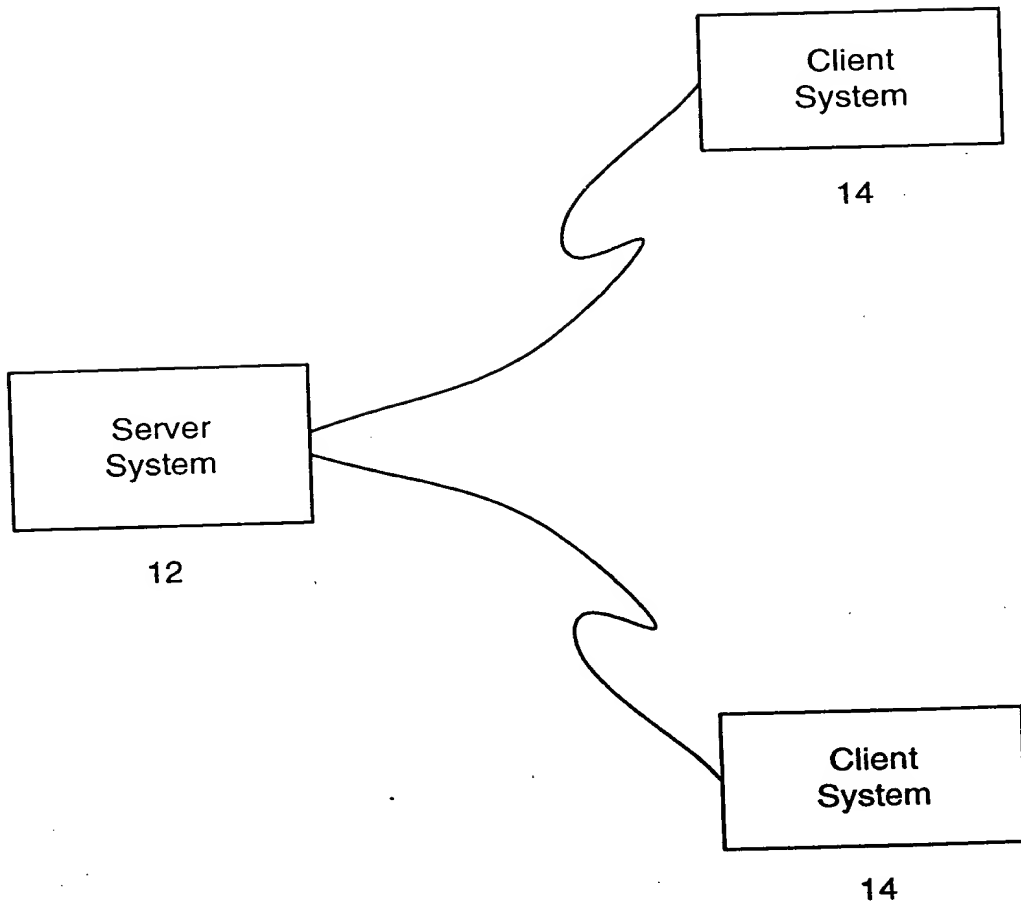


FIGURE 2

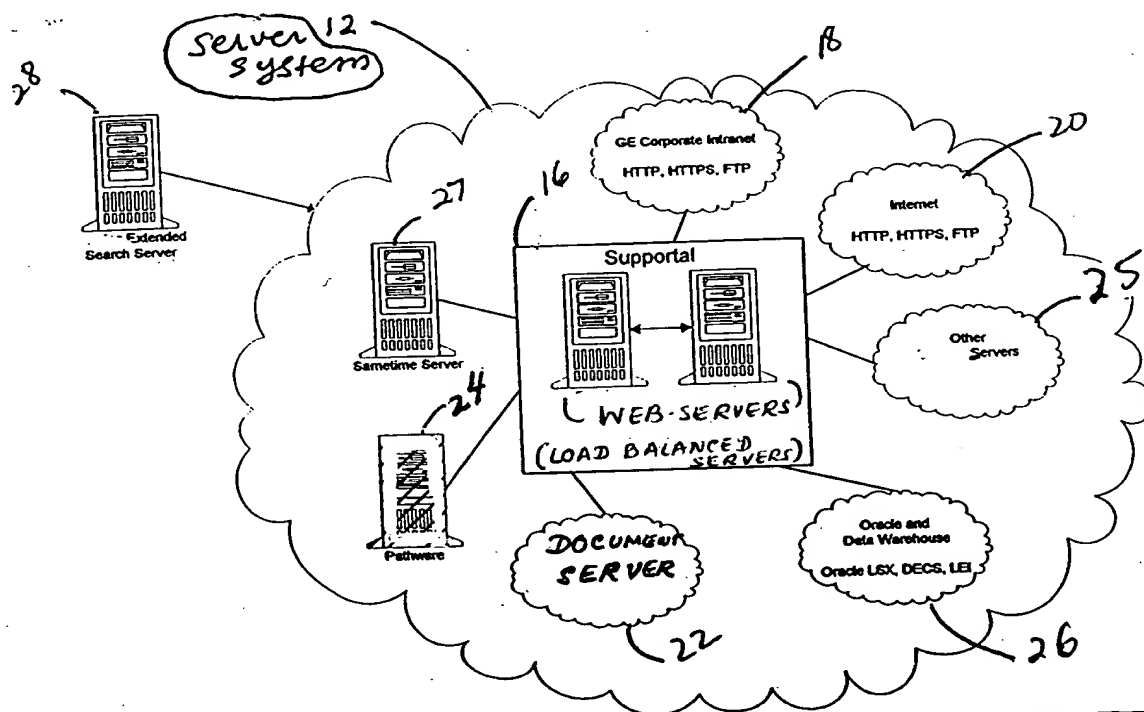
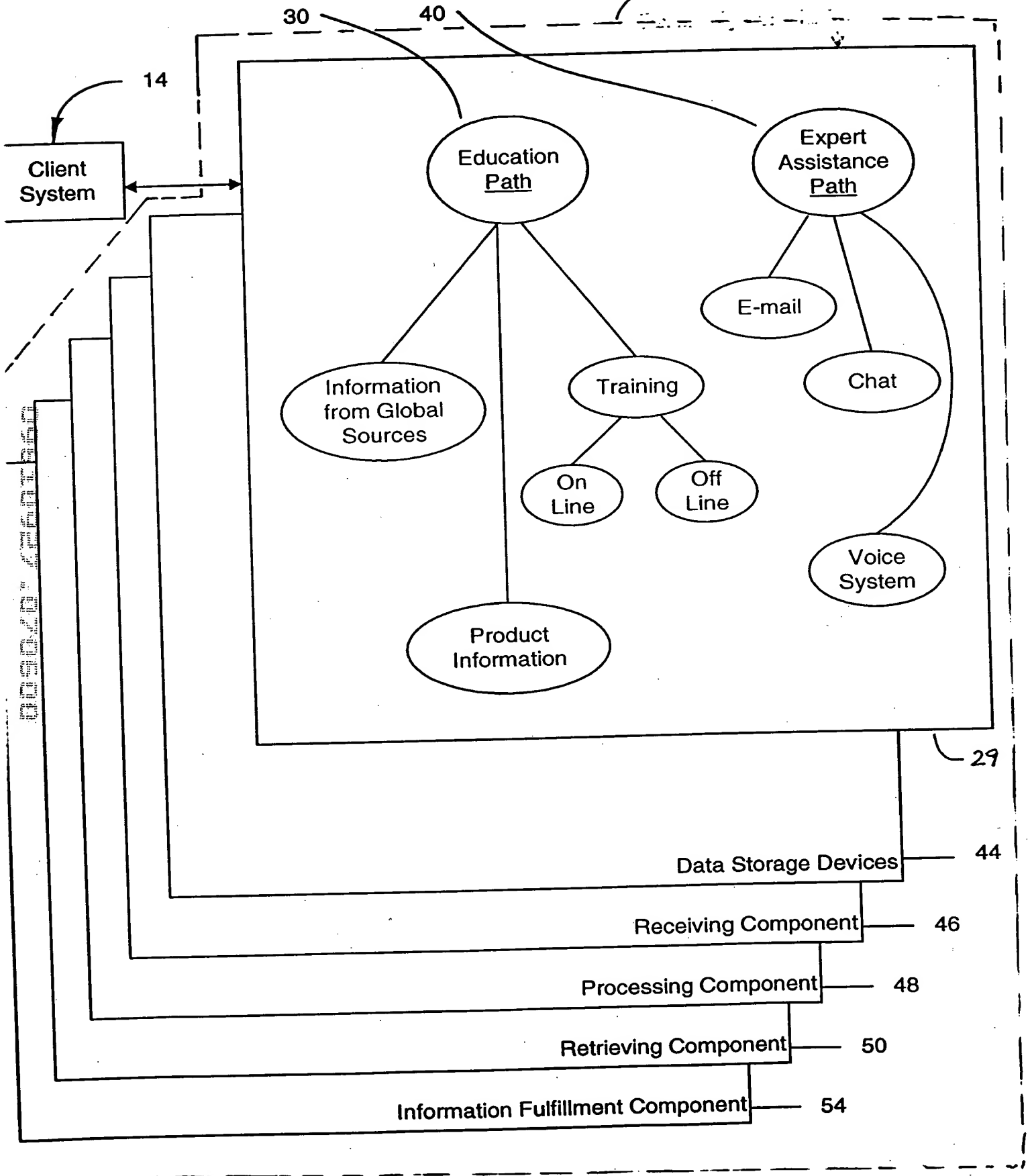


FIGURE 3



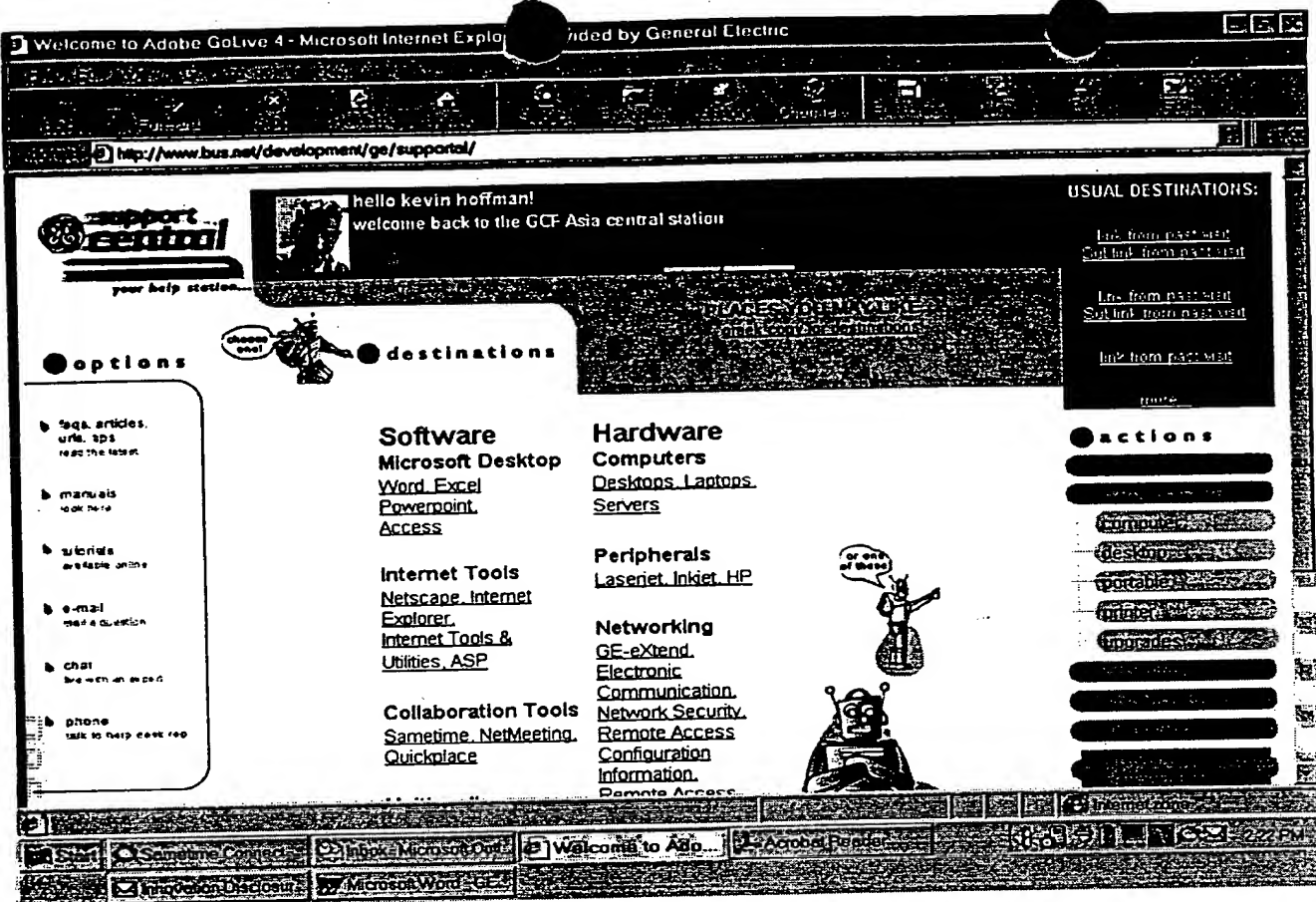


FIGURE 4

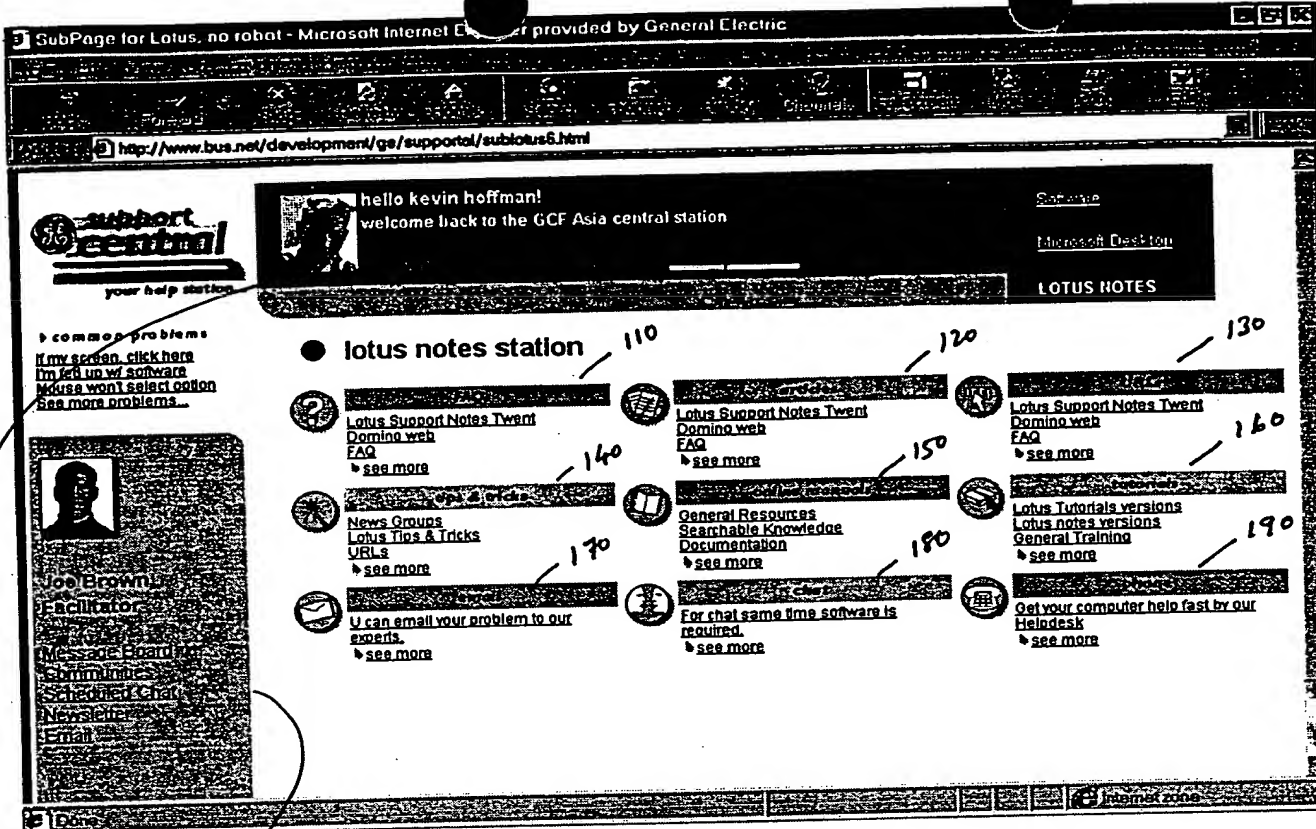


FIGURE 5

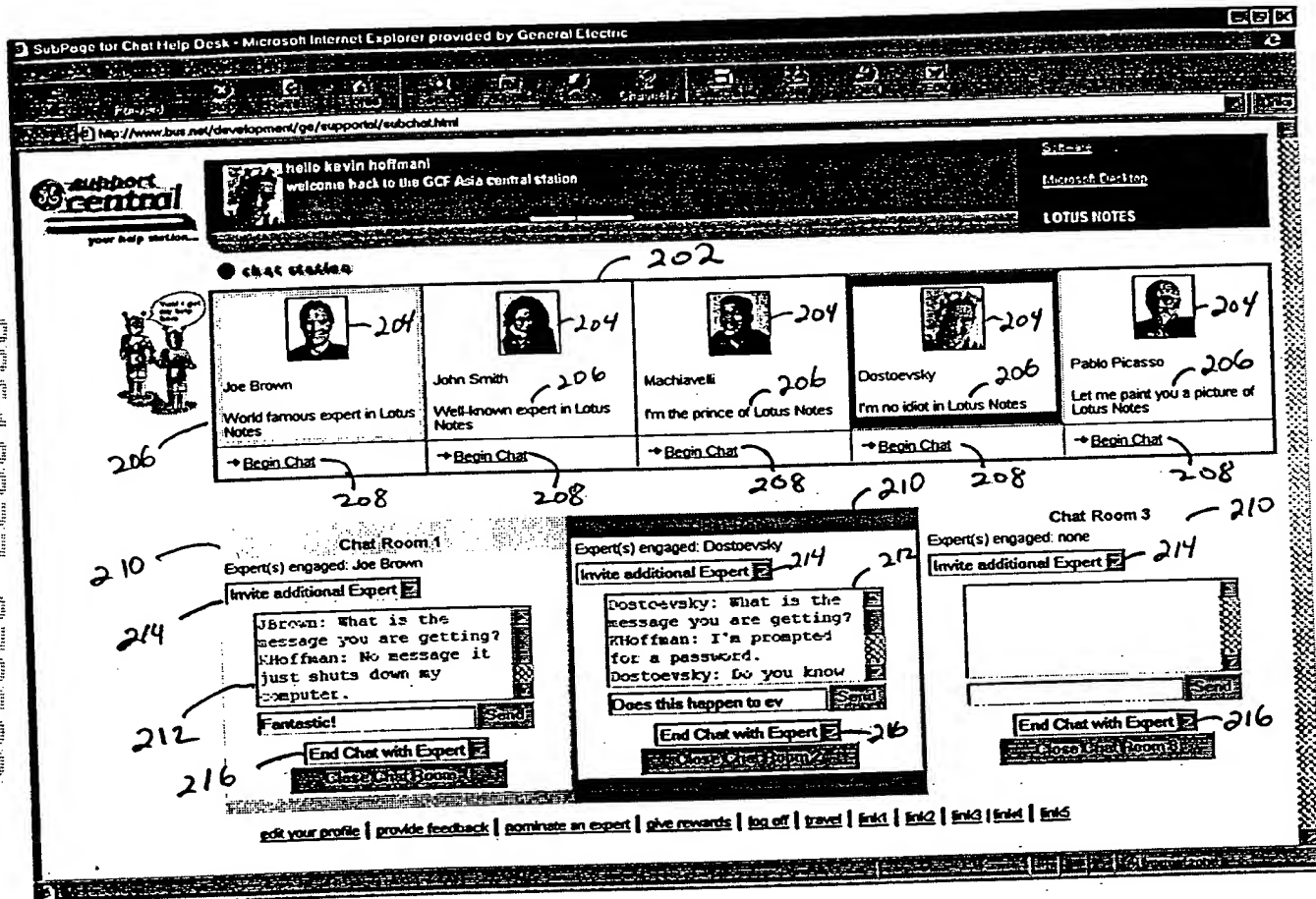


FIG. 6

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SubPage for Phone Help Desk - Microsoft Internet Explorer provided by General Electric






http://www.bus.net/development/ge/supporter/subphone.html

support central
your help station

hello kevin hoffman!
welcome back to the GCF Asia central station




Microsoft Question
LOTUS NOTES

● help desk station

222	 224	 224	 224	 224	 224
	Joe Brown World famous expert in Lotus Notes	John Smith Well-known expert in Lotus Notes	Machiavelli I'm the prince of Lotus Notes	Dostoevsky I'm no idiot in Lotus Notes	Pablo Picasso Let me paint you a picture of Lotus Notes
226	→ Click to Call	→ Click to Call - 228	→ Click to Call - 228	→ Click to Call - 228	→ Click to Call - 228
228	Joe Brown Queue Key	John Smith Queue Key	Machiavelli Queue Key	Dostoevsky Queue Key	Pablo Picasso Queue Key
	Lotus Notes Queue Key (average hold time 60 seconds) • Your call • Other calls • • • • •				

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Kevin Hoffman's Help History

Description	Resolution	Date	Status	Open/Close
Problem with some keys on key board	Keyboard would be replaced	01.05.00	closed	
Unable to install printer on the PC	Check network cable map printserver	01.04.00	closed	
The display on PC is blurred and flickers	Replace monitor with new one	01.03.00	in progress	

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edit your profile | provide feedback | nominate an expert | give rewards | log off | travel | link1 | link2 | link3 | link4 | link5

FIG. 7

FIGURE 8

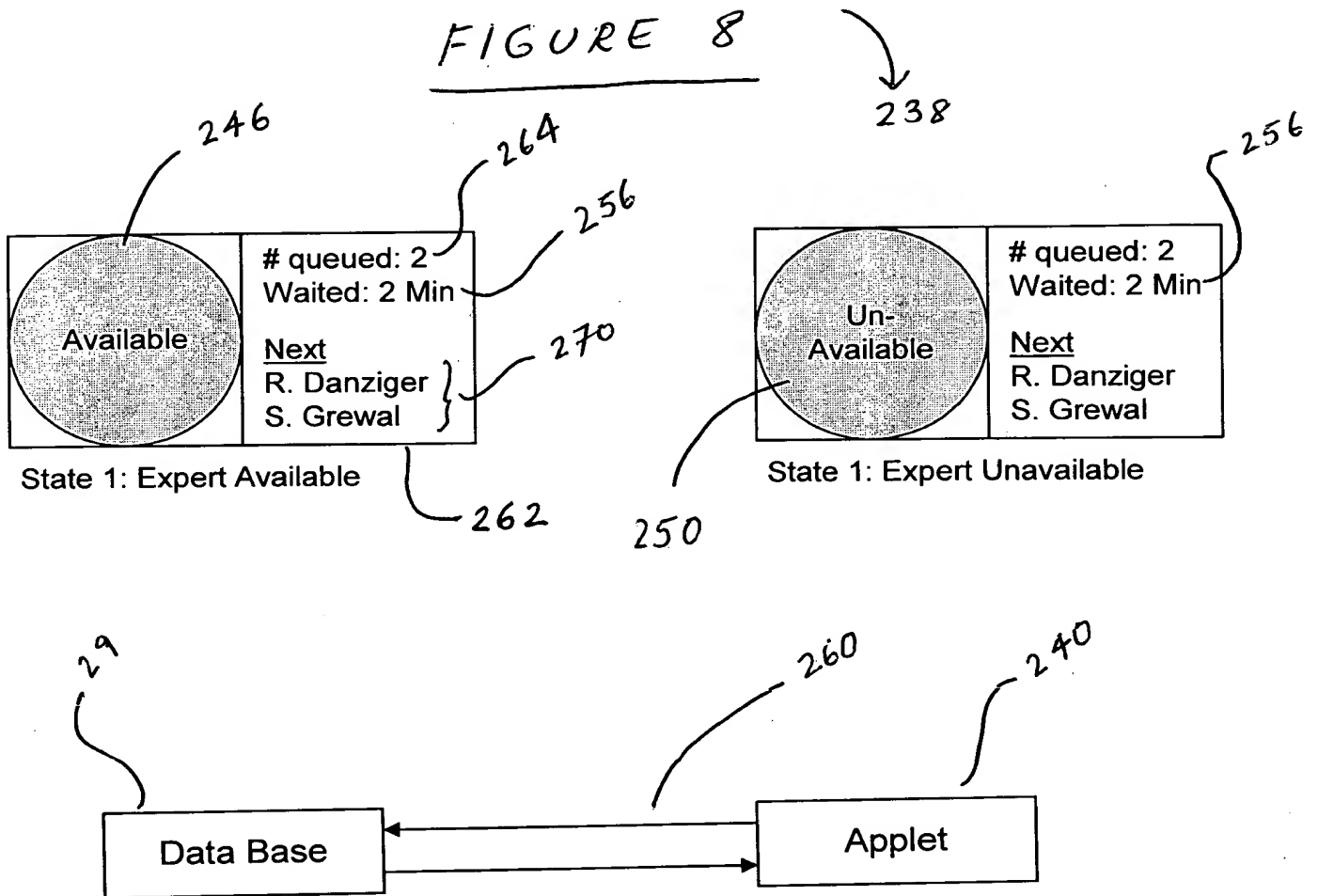


FIGURE 9

